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*Gar. 93-362*



911

**CRIME  
ALERT**

**Boston Police**

# What is 911?

The Boston Police Department's number for police services is 911, a simple, effective means to reach the police in an emergency.

Unfortunately, many Bostonians aren't yet aware of 911 and consequently, delay the service they receive from the police.

We want to tell you, the citizen, about the 911 system; how it works and how it will work for you if you use it correctly.

911 is the number to call for the fastest possible police response. **When you need police assistance, emergency or for services, you should call 911.**

Remember: for any police response, call 911.

For instance, your child is choking; you call 911. This is an emergency use of the number.

There is a man on the street harassing passersby: you should also call 911, a non-emergency use of the number.

To get a particular person in the department or to get information from the department, call 247-4200.

## When to Use 911

### USE 911

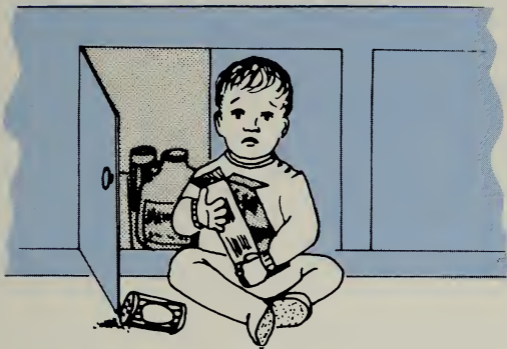
Any time a police response is needed

- a foot patrolman
- a police cruiser
- an ambulance
- a fire engine

### DO NOT USE 911

- To reach individuals
- To obtain information
- For service not rendered by the Boston Police Depart.
- When the electricity or heat goes off

# How 911 Works



Example: Your child has swallowed bleach

1. You dial 911
2. A complaint clerk answers. He or she identifies the department and him or herself.
3. The clerk gets the nature of the incident and the location. If possible, the clerk also obtains the name, address and phone number of the caller.
4. It is an emergency so before the clerk sends down a "message card" with the information to the dispatcher, he or she calls through an intercom to the dispatcher to get a car out as quickly as possible. The clerk also calls Boston City Hospital on a hot line and tells the Boston City Hospital to send an ambulance.

The clerk then fills out a message card with all available information time-stamps it, marks the district and sector of the incident, verifies the address of the incident, and sends it along to the dispatcher.

5. The dispatcher sends the call out to the patrol car closest to the incident. The card is time-stamped again.
6. When the responding officers finish the assignment, they notify the dispatcher who time-stamps the card again.

The Boston Police Department receives an average of 3,500 calls a day. The heaviest period is Saturday between midnight and 1 a.m. On weekend nights it is not uncommon for the department to receive 7,000 calls.

The department normally has 12 telephone complaint clerks on duty and adds more during busy periods. Six police dispatchers handle radio communications.

ADDRESS OR LOCATION (1)		APT OR FLOOR # <input type="checkbox"/>	
NATURE OF COMPLAINT OR INCIDENT (1)			
ADDITIONAL INFORMATION			
CIV <input type="checkbox"/>	CA <input type="checkbox"/>	ADT <input type="checkbox"/>	
POL <input type="checkbox"/>	PA <input type="checkbox"/>	OTHER <input type="checkbox"/>	
COMPLAINANT'S NAME (5)		PHONE NO	
ADDRESS (IF DIFFERENT FROM LOCATION ABOVE)			
VICTIM'S NAME (IF NOT COMPLAINANT)			
OFFENSE CODE		VERIFICATION (8)	
SE # (1)	ZONE (1)	RA (4)	REC'D BY POSITION
CARS DISPATCHED - W (1) PB (8)		DISPATCHED BY	
267979		TIME REC'D	
		TIME BROADCASTED (2)	
		TIME OFF	
		BACK IN SERVICE (2)	
NUMBER ISSUED		TO	
BY		COMPLAINT AND INCIDENT REPORT	
BOSTON POLICE DEPARTMENT		FORM BPD (1)	

## REMEMBER

When you call, speak up, speak slowly and distinctly. Identify the nature of the incident and the address.

If you see a crime being committed, you do not have to identify yourself. Just be sure to give the nature and location of the incident.





# A Message from the Commissioner

The police alone do not bear the responsibility for preserving a peaceful society. That responsibility is shared by all of us. Yet too often, the public will not get involved. Crimes go unreported, permitting criminals to go free and denying citizens the right to walk the streets without fear.

The following news item illustrates the problem of the public not involving itself in the fight against crime.

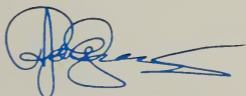
It reports a gang of half-dozen rowdy young men attacking a man and beating him on Tremont Street in Boston between 9 and 10 in the evening. The news report says that this man cried for help but no one came to his aid. The news report also says the streets are becoming unsafe and it is high time we had more patrol officers in the streets and put a stop to such activity.

This news item appeared in the Boston Post, January 30, 1845.

It proves that our attitudes towards reporting crime have not changed in 129 years. But our methods to report crime have.

This is why we believe 911 is so important. It is a quick, effective way to get the police. It leaves no excuse not to report a crime.

Use 911, and help us protect you.

A handwritten signature in blue ink, appearing to read 'Robert J. diGrazia', with a stylized, elongated flourish extending to the right.

Robert J. diGrazia

# See 911 in action!

Tours are available of the Boston Police Communications Center at Headquarters in downtown Boston.

This is the location where complaint clerks receive the calls to 911 and police cars are dispatched to answer them.

You can see this whole operation as well as hear the actual radio conversations with the cars from a special viewing room.

To arrange for a tour, please fill out this form and mail it to:

Information Services Division, Boston Police,  
154 Berkeley Street, Boston, Mass. 02116.  
Allow two weeks for scheduling your tour.

Tour Request for Boston Police Operations  
Center

Date requested\_\_\_\_\_

Time Requested\_\_\_\_\_

Number touring:\_\_\_\_\_

Person Making Request\_\_\_\_\_

Address\_\_\_\_\_

Telephone\_\_\_\_\_

## Boston Police

154 Berkeley Street

Boston, Mass. 02116

617-247-4200    Emergency 911